



FORT WORTH  
ASSOCIATION OF  
HEALTH UNDERWRITERS

Policies and Procedures

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

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Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**1. POLICY TITLE: Duties of FWAHU Board Members**

CLASSIFICATION: Board of Directors

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 09, 2003

APPROVED: REVISED 06/08/17 NOT APPROVED

PURPOSE: To define duties and responsibilities of FWAHU Board of Directors.

POLICY: FWAHU Board of Directors must:

1. Attend all FWAHU Board Meetings in accordance with FWAHU Bylaws. If a board member is unable to attend in person, the board member is allowed to attend the meeting virtually via telephone.
2. Chairpersons are encouraged to work out all projects in committee PRIOR to presentation to FWAHU Board. Incomplete committee work on a project introduced to the Board will likely result in a tabling of the topic until all the details have been resolved in committee.
3. Each Board member is required to submit a board report electronically from their respective committee prior to each board meeting. These will then become part of FWAHUs permanent record as received in the minutes of the meeting.
4. If a Board Member resigns from the board in the middle of the term, it will be that Board Member's responsibility to make a recommendation for his/her replacement to the President, who will appoint the replacement to fill the vacancy and must then be approved by  $\frac{3}{4}$  of the Board of Directors. An exception applies in the case of the President position which will automatically be filled by the President-Elect for the remaining term, in accordance with the bylaws. The departing board member will hand over any intellectual property pertinent to the position to the President and will be required to provide training to the replacement on at least one occasion.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**2. POLICY TITLE:**                    **Execution of Board - Director Decisions**

CLASSIFICATION:                    Board of Directors

DRAFTED BY:                        Audra Sullivan and Kasey Buckner

DATE SUBMITTED:                    October 9, 2003

APPROVED:                            REVISED 06/14/18                    NOT APPROVED

PURPOSE:                            To clarify the relationship between the Board of Directors and the Executive Committee concerning votes and decisions executed at Board of Directors meetings.

POLICY:                                Robert's Rules of order states, "For organizations that meet annually or quarterly, it is customary and necessary to delegate to a committee, usually known as the Board of Directors, all its authority, with slight limitations between its meetings. It is usual to authorize *the Board* to appoint from its membership an Executive Committee of a specified number who shall have all the power of the Society between the meetings of the Society, except that the subordinate body cannot modify any action taken by its superior."

PROCEDURE(S): Any *vote taken by an* assembly may be rescinded by a majority vote, provided that notice of the motion *has* been given at the previous meeting or in the call for this meeting or it may be rescinded without notice by a two thirds vote by the Board of Directors, if 2/3's cannot be reached or by a vote of the majority of the entire membership.

Any variation of this policy will be considered a. serious violation of the respect paid to Board decisions and is subject to the full disciplinary action of the Board of Directors.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**3. POLICY TITLE:** FWAHU Officer Nomination Criteria  
**CLASSIFICATION:** FWAHU Officer  
**DRAFTED BY:** Audra Sullivan and Kasey Buckner  
**DATE SUBMITTED:** October 9, 2003  
**APPROVED:** REVISED 06/09/16, 06/18/19 NOT APPROVED

**PURPOSE:** To establish nomination criteria.

**POLICY:** Any FWAHU member in good standing is eligible to serve as Secretary or Treasurer. Any FWAHU member in good standing who served in a position on the board for at least 1 year including the current year can be elected to President.

**PROCEDURES:** The nominating forms will be distributed to FWAHU members via regular meetings or email. Nominations will be forwarded to FWAHU Nomination Chairperson as defined in the FWAHU Bylaws. Currently the Immediate Past President will serve.

**OBJECTIVE:** Nominations period is the 2nd Thursday of February to the 2nd Tuesday of March. Any necessary voting will take place from 2nd Thursday in March to 2nd Tuesday in April. Results will be announced 2nd Thursday of April. Majority votes win Board Position.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**4. POLICY TITLE:** Continuing Education Seminars

CLASSIFICATION: Education

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED: REVISED 06/08/17 NOT APPROVED

PURPOSE: FWAHU will provide for continuing education courses for members and guests.

POLICY: Chair will furnish the necessary sign-in/sign-out sheets, evaluation forms for those courses sponsored by TAHU. Chair will be responsible for setting up, marketing and moderating all Continuing Education Courses. Education Chair will coordinate all financial functions with the Treasurer and any expenditure must be approved by the Board.

PROCEDURES: Chair will send all TAHU completed course evaluations and sign-in sheets to Executive Director for completion of certificates. If another provider is used, the Chair will keep copies. Quarterly reports are to be sent to the TAHU state Education Chair in a timely manner.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

POLICIES AND PROCEDURES  
FOR FWAHU HOLDING A CONTINUING EDUCATION SEMINAR,  
USING TAHU'S PROVIDER NUMBER

- I. Obtain sponsors for CE seminar.
  
- II. Determine if CE seminar will be one currently on TAHU's approved TDI course list or if it will be a new course.
  - A. NEW COURSE
    - 1. If it is a new course and TAHU's provider number is to be used, contact Laura Firestone, TAHU Executive Director, to obtain course approval from TDI.
    - 2. Complete TAHU Chapter CE Worksheet, attach required information for new course and fax/email/mail to Executive Director.
    - 3. Allow 30 days to get a course approved.
    - 4. When the course is approved, TAHU will provide the sponsoring chapter with course evaluations forms and sign-in/sign-out sheet.
  
  - B. CURRENT TAHU APPROVED COURSE
    - 1. Confirm location, date, time, and site.
    - 2. Complete the TAHU Chapter CE worksheet and forward it to Executive Director.
    - 3. TAHU will provide the sponsoring chapter with course evaluations forms and sign-in/sign-out sheet.
  
- III. CE Certificates
  - 1. Distribute and collect the signed and completed seminar evaluation forms and the sign-in/sign-out sheet and forward them to Executive Director.
  
  - 2. Executive Director will process certificates and mail to attendees within 30 days of receipt of evaluation forms and sign in/sign out sheets.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

**TAHU CHAPTER CE WORKSHEET**

Chapter: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Course Name: \_\_\_\_\_ Course #: \_\_\_\_\_

CE Credit Hours: \_\_\_\_\_

Course Date(s): \_\_\_\_\_

Course Time(s): \_\_\_\_\_

Course Location: \_\_\_\_\_

Instructor(s) Name: \_\_\_\_\_

Instructor(s) Address: \_\_\_\_\_

Instructor(s) Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Chapter Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Information needed to apply for new course approval (Allow minimum of 30 working days for approval from TDI):

- \_\_\_\_\_ CE Worksheet (one per course)
- \_\_\_\_\_ Name of Course (under 50 characters)
- \_\_\_\_\_ Statement of Course Learning Objectives
- \_\_\_\_\_ Course Outline
- \_\_\_\_\_ Length of Course
- \_\_\_\_\_ Instructor Bio
- \_\_\_\_\_ Instructor Certification
- \_\_\_\_\_ If Course approved in another state, need name of state and number of credit hours.

Information needed for approved CE course:

- \_\_\_\_\_ CE Worksheet (one per course)
- \_\_\_\_\_ Instructor Bio
- \_\_\_\_\_ Instructor Certification

Return Worksheet with Applicable Information to:

Eva Sirman, Executive Director  
Texas Association of Health Underwriters  
1305 W. 11<sup>th</sup> St., #222  
Houston, TX 77008  
PH: 713-645-1490  
FAX: 844-274-3238  
Email: [admin@tahu.org](mailto:admin@tahu.org)



**TAHU Instructor Certification**

The Texas Department of Insurance Continuing Education Program rules require providers to certify that course instructors will be **experienced and qualified** in the subject taught. **Further**, providers and instructors must certify that they will comply with all provider and course requirements as outlined in the program rules. This certification, or a document similar to this certification, must be maintained by the providers for four years and be available to the department upon request.

---

Instructor's Full Name

---

Residence Address

Residence Phone

---

Insurance Company Affiliation

Company Phone

---

Company Address, City, State, Zip Code

---

Email

Insurance Licenses Held:

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License Type	License Number	Date of Issue	In Which State?
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License Type	License Number	Date of Issue	In Which State?
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License Type	License Number	Date of Issue	In Which State?
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Other types of licenses held:

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License Type	License Number	Date of Issue	In Which State?
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License Type	License Number	Date of Issue	In Which State?
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# Course Evaluation

Please Print or Type, Each Attendee must fill out and return to the TAHU office through the local CE Chair and must sign the sign-in sheet in order to receive a certificate of completion for this course.

Name of Registered Course: \_\_\_\_\_

TDI Course Number(s): \_\_\_\_\_

Name of Registered Provider: Texas Association of Health Underwriters

Provider Number: \_\_\_\_\_

Instructor Name: \_\_\_\_\_

Course Date: \_\_\_\_\_ Number of CE Hours: \_\_\_\_\_

## Location of the Classroom Presentation:

**Total Plan Services 14001 Dallas Parkway Suite 700 Dallas 75240**

In order to improve continuing education courses, please answer the following: **Yes No**

Did the class meet at the announced time?		
Did the class begin promptly and resume promptly after breaks and /or lunch?		
Did the class meet for the required number of contact hours?		
Was the material presented in a clear and concise manner?		
Did the instructor encourage class participation?		
Did you find the student materials and/or audio/visual aids useful to you?		
What helped you the most in this course: <input type="checkbox"/>		

## INSTRUCTOR EVALUATION

Please evaluate your instructor for each part of the course. This should be your overall reaction to the preparation, organization, knowledge, communication and attitude toward subject matter and students.

**E = Excellent G = Good F = Fair P = Poor**

Instructor	Organization	Knowledge	Attitude	Overall Rating

**COMMENTS:** Please make any comments you think the provider and TEXAS Department of Insurance should know to evaluate the effectiveness of this course. If additional space is needed, please use the back of this form.

## PLEASE PRINT

Attendee (Print Name): \_\_\_\_\_

Certificate Mailing

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ TDI License ID Number: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Attendance Report (Sign-In/Sign-Out Sheet)

Name of Registered Course: \_\_\_\_\_ TDI Course Number(s): \_\_\_\_\_  
 Name of Registered Provider: \_\_\_\_\_ Texas Association of Health Underwriters Provider Number: 32408  
 Course Beginning Date: \_\_\_\_\_ Course Completion Date: \_\_\_\_\_ No of Hrs Presented: \_\_\_\_\_

Have each attendee print their name, email address, TDI ID number with renewal date below at the beginning of the course presentation. Use reverse for additional attendees. A minimum of 90% attendance is required to earn Texas Department of Insurance credit. All courses must have unannounced attendance checks every morning and afternoon for full day classes and at least once during any class which is less than a full day.

**NOTICE TO ATTENDEES:** If this course takes 10% less time to complete than the number of credit hours, the course has been certified incorrectly to the department. Credit for invalid course approvals may be denied or adjusted by the department. *Please print legibly and complete all information to receive credit.*

Printed Full Name	Certificate Delivery - Email Preferred OR Mailing Address (Street, City, State, Zip)	TDI License ID Number and Renewal Date	TAHU Member? Y or N	Initials Sign Out

*Instructor must sign:*  
 Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

**TAHU Monthly CE Activity Reporting Form**

Please feel free to duplicate this form if you need more space to report additional CE's

Date of this Report: \_\_\_\_\_

TAHU Local Chapter: \_\_\_\_\_

**New Designation Recipients**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Ph: \_\_\_\_\_ Fx: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Designation Received: \_\_\_RHU \_\_\_REBC \_\_\_MHP \_\_\_LPRT \_\_\_Other \_\_\_\_\_

**Continuing Education Courses**

Topic / Title:

Course #:

Speaker:

Phone #:

E-Mail address:

Monitor:

Phone #:

CE Credit Hrs:

# of Attendees:

Date of Occurrence:

Topic / Title:

Course #:

Speaker:

Phone #:

Monitor:

Phone #:

CE Credit Hrs:

# of Attendees:

Date of Occurrence:

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**5. POLICY TITLE:**           **Processing New Member Application**

CLASSIFICATION:           Membership

DRAFTED BY:               David Michell, Membership

DATE SUBMITTED:         OCTOBER 19, 2003

APPROVED:                 REVISED 06/14/18           NOT APPROVED

PURPOSE:                 To acknowledge new members in a timelier manner.

POLICY:                 New member applications will be sent to NAHU as soon as possible and in no event no longer than one week after the application is received by FWAHU membership chair.

PROCEDURES:

- I. Application and accompanying payment will be forwarded to NAHU.
- II. The membership chair will send a welcome email to the new member and copy the retention chair, President, and newsletter chair.
- III. Make checks, credit card, or EFT payable to NAHU.
- IV. Forward new member applications to current membership chair.
- V. New member information will be sent to Executive Director by the Membership Chair.
- VI. New member will be sent a welcome email from the FWAHU membership chair and will be orally recognized at the next meeting.

Note: If an individual new member application (not sent by a local chapter) is received at TAHU headquarters the appropriate local chapter will be notified.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**6. POLICY TITLE:** **FWAHU Credit Card Processing**  
**CLASSIFICATION:** Finance  
**DRAFTED BY:** Chaliene Rippey, Treasurer  
**DATE SUBMITTED:** October 19, 2003  
**APPROVED:** REVISED 06/08/17, 06/18/19 NOT APPROVED

**PURPOSE:** To establish a process for accepting credit cards for FWAHU events.

**POLICY:** FWAHU will accept credit cards for payment of symposium registration fees, golf registration fees, seminar fees, membership dues, luncheons, sponsorship and other events.

**PROCEDURES:** FWAHU members & guests can transact various fees & dues during the events or via the website, <http://www.fwahu.org>. Members, sponsors, and guests will process credit card payments with the current chapter credit card vendor.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



**FORT WORTH ASSOCIATION OF HEALTH UNDERWRITERS  
Credit Card Authorization**

MasterCard       Visa       Discover       American Express

Cardholder Name: \_\_\_\_\_

Cardholder Billing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Amount Charged: \$ \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date \_\_\_\_\_

VAL Code (3-4 digit number found on reverse side of card MC/Visa – on front for AMEX) \_\_\_\_\_

Purpose of Charge: \_\_\_\_\_

Signature: \_\_\_\_\_

Return this form to:

Laura Firestone, CPA  
Executive Director  
Fort Worth Association of Health Underwriters  
PO Box 380456  
Duncanville, TX 75138-0456  
972/780-1736  
Laura.Firestone@att.net

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**7. POLICY TITLE:**           **Expenditure Payments**

CLASSIFICATION:           Finance

DRAFTED BY:               Chaliese Rippey, Treasurer

DATE SUBMITTED:         October 19, 2003

APPROVED                   REVISED June 8, 2017               NOT APPROVED

**PURPOSE:** To establish a standard Procedure whereby expenditures, to be paid or reimbursed, are approved for payment.

**POLICY:** Upon approval of the annual budget, each officer and committee chair is responsible for his/her expenditures of office, unless prior approval by majority of Executive Board is given. Exception(s) to exceed budget may occur, at which time, approval to pay will require majority of Executive Board.

**PROCEDURE(S):** All Members of the Board must submit a voucher for any expense to be paid or reimbursed. Receipts must be attached to the voucher, and all expenses explained. Any-expense not given prior approval by the Executive Board must be approved by majority of the Executive Board by email or mail. Any approved expenses may be paid upon written voucher approval by two members of the Executive Board, the President and Treasurer.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



## POLICIES AND PROCEDURES FOR REQUESTING EXPENSE REIMBURSEMENT CHECKS

- I. Consult with FWAHU's Board before making an expenditure outside of approved budget for printing, copies etc.
- II. All expenditures not expressly approved in budget must have prior approval from the FWAHU Board.
- III. Submit an expense voucher to the Treasurer.
- IV. Original receipts must accompany expense vouchers.
- V. All contract agreements with vendors must be reviewed by the President and Treasurer
- VI. Only the President is allowed to execute contract agreements between FWAHU and vendors OR with the Executive Director acting on the President's behalf with President's written approval.
- VII. Checks will be issued to the treasurer for signature and then forwarded to vendor and/or board member over the amount of \$1000.
- VIII. Lack of prior approval can result in denial of expense reimbursement.



**FWAHU Reimbursement and Expenditure Form**

Date:

Requested by:

Payable to:

Purpose (attach receipts):

Total to be paid:

Mail Check to:

(NAME)

(COMPANY)

(ADDRESS)

(PHONE NUMBER)

**PLEASE NOTE: REIMBURSEMENTS MUST BE SENT TO FWAHU TREASURER WITHIN 90 DAYS OF INCURRING THE EXPENSE.**

Return this form to:

Laura Firestone, CPA

Executive Director

Fort Worth Association of Health Underwriters

PO Box 380456

Duncanville, TX 75138-0456

972/780-1736

Laura.Firestone@att.net

FWAHU PNPs Updated June 2019

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**8. POLICY TITLE:**           **The Trustee Committee**

CLASSIFICATION:           Trustees

DRAFTED BY:               Ken Smith

DATE SUBMITTED:         May 25, 2005

APPROVED:                 REVISED June 14, 2018     NOT APPROVED

PURPOSE:                 To offer non-binding assistance to the Nominations Committee, regarding the future slate of Officers and Honorary Members for FWAHU.  
                                  To serve as an advisory council to the current President.  
                                  To serve as host and organizer of an annual awards and recognition banquet. Such awards and recognition may include those individuals receiving their RHU or REBC designations, LPRT qualifiers, Underwriter of the Year, The Donna Carnall Career Achievement Award, Honorary Members, Trustee Emeritus and any other activity that is consistent with the theme of the event.

POLICY:                    No specific meeting times are required. Meetings may be called by the Trustee Executive Director, in accordance with the requirements of the issues to be considered. The Trustee Secretary will be the Immediate Past President of FWAHU and will represent the Trustees as its committee chairperson on the FWAHU Board. ~~The Executive Director will be chosen by the Trustees each year.~~ Any circumstances requiring an adjustment to this sequence selection will be determined by the trustees.

ELIGIBILITY               All active past Presidents who regularly attend association meetings, where regular attendance is defined by the Trustees, are eligible.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

## **FWAHU AWARDS AND THEIR CRITERIA**

Nominations for the following awards should be completed by April 1st of each year.

### **A). Donna Carnall Achievement Award**

The Recipient of this award will be selected and approved by the following group: a FWAHU Officer designated by the Executive Committee, a Board Members designated by the Board of Directors and this Award's prior recipients. It will be presented to an individual who has, over a period, been an ongoing contributor of their time and talents to the association and the insurance industry. Annual recipients are not mandatory. Any selection for this award should meet the following minimum guidelines

- 1) Must have been in the insurance business for at least 5 years.
- 2) Must have been a member in good standing at least 5 years.
- 3) Must be a participant with their time & talent in legislative matters, local and federal, for at least 3 years.
- 4) Must have served on the association Board for at least 3 years.
- 5) Must have demonstrated leadership abilities by chairing various tasks or committees.
- 6) Must be considered by peers as an insurance professional.
- 7) Must have participated in various conferences of NAHU, TAHU, and FWAHU.
- 8) Must have been a regular attendee of the association meetings and functions.

### **Outstanding Member of the Year and Volunteer of the Year**

The recipients of these awards are nominated by the current President of the Association and the FWAHU board. The purpose of the award is to recognize an individual that has made a significant contribution, above and beyond and the call of duty, to the association, within that service year. Annual recipients are not mandatory.

### **Honorary Member of the Association**

May be present to an individual or an organization that may or may not be in the Life & Health Insurance business. An organization can be any kind of organization including an insurance company. The criteria for the award will be at the sole discretion of the current Trustees, with input from the current FWAHU President and Board, and within the Bylaws of FWAHU, TAHU & NAHU. Annual recipients are not mandatory.

## **OPTIONAL AWARD DINNER PARTICULARS**

Will be held at the appropriate time & location that meets the criteria of that year's expectations.

Any cocktail reception will be offered on a cash bar basis, only.

Will have a printed program.

Dress will be business attire – Black Tie optional.

Seating will be in round table fashion.

A small band will provide background music for the cocktail hour and some portion of the remaining program, dictated by the planned activities.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**9. POLICY TITLE:** NAHU Conference Reimbursement - House of Delegates

CLASSIFICATION: Finance

DATE SUBMITTED: October 19, 2003

DRAFTED BY: Audra Sullivan and Kasey Buckner

APPROVED: REVISED 06/04/18, 06/18/19 NOT APPROVED

**POLICY:** The Association will reimburse delegates to the NAHU Conference and House of Delegates with funds available. The maximum amount of funding is set each year by the Executive Board and approved by the Board.

**PROCEDURE:**

The Association will reimburse Delegates toward the costs of registration, airfare, transportation and lodging (excluding meals and entertainment) not to exceed the amount approved by the Board. The total amount available shall be divided among the delegates in a fair and equitable manner as approved by the Board and outlined in the chapter year budget.

**Delegation Selection:** The number of delegates is determined by NAHU based on FWAHU membership.

Delegations are defined in FWAHU By-laws.

Requirements for reimbursement are:

- 1) Attendance at all state meetings
- 2) Attendance at all regional meetings
- 3) Attendance at all House of Delegates meetings
- 4) Attendance to all general session meetings
- 5) Any Chair specific meeting (i.e. Legislative, Presidents, etc.)

If these requirements are not met, no funds will be reimbursed.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**10. POLICY TITLE:**            **NAHU Conference Reimbursement - Capitol Conference**

CLASSIFICATION:            Finance

DATE SUBMITTED:            October 19, 2003

DRAFTED BY:                Audra Sullivan and Kasey Buckner

APPROVED:                  REVISED 06/08/17, 06/18/19      NOT APPROVED

**POLICY:** The Association will reimburse Delegates to Capitol Conference with funds available. The maximum amount of funding will be set annually by the Executive Board and approved by the Board of Directors. Distribution of funds will be as set in the Chapter By-laws.

**PROCEDURE:**

The Association will reimburse Delegates to Capitol Conference toward the costs of registration, air fare, transportation and lodging (excluding meals and entertainment) not to exceed the amount approved by the Board as approved by the Board and outlined in the chapter year budget.

Requirements for reimbursement are:

Attendance at all meetings and functions at Capitol Conference.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**11. POLICY TITLE:** NAHU Conference Reimbursement – Regional Training

CLASSIFICATION: Finance

DATE SUBMITTED: July 29, 2004

DRAFTED BY: Kasey Buckner

APPROVED: REVISED 06/14/18, 06/18/19 NOT APPROVED

POLICY: The Association will reimburse a number of delegates to an annual official NAHU Regional Conference with funds available.

PROCEDURE:

The Association will reimburse Delegates toward the costs of registration, airfare, transportation and lodging (excluding meals and entertainment) not to exceed the budgeted amount approved by the Board. The maximum amount of funding is set in the budget each year by the Executive Board and approved by the Board as approved by the Board and outlined in the chapter year budget.

Participant Selection: Standing board members are eligible to participate in the Regional Conference. Budget restrictions may limit the number of participants who can be reimbursed for eligible expenses each year.

Requirements for reimbursement are:

- 1) Attendance at the general session and any chair-specific sessions.

If these requirements are not met, no funds will be reimbursed.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**12. POLICY TITLE:** FWAHU Annual Chapter Year Budget  
**CLASSIFICATION:** Finance  
**DRAFTED BY:** Audra Sullivan and Kasey Buckner  
**DATE SUBMITTED:** October 19, 2003  
**APPROVED:** REVISED 06/09/16, 06/18/19 NOT APPROVED

**PURPOSE:** To provide the Executive Board and other Board Members with an annual budget of expenditures. This Budget is to be made accessible to any good standing member upon request.

**POLICY:** The Executive Board will establish an annual budget. The budget will be categorized by officer and committee and will be broken down by item such as travel, etc. The budget will include all organization expense items such as advertising, stipends, etc. Every area of expenditures by the FWAHU will be included in the budget. Items should be managed monthly. Exceptions may be made by following the procedure below.

**PROCEDURE(s):** The Executive Board will present the budget to the Board of Directors at the first meeting of the chapter year. The budget must be approved-by the Board. The budget will not be altered except for a full hearing and majority vote of the Board Directors. Budget will be reviewed at least once per chapter year and modified as necessary. REVISED June 9, 2016 budget must be approved by the Board.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**13. POLICY TITLE:**           **Grass Roots Initiative Project (GRIP) Contributions**

CLASSIFICATION:           Legislative

DRAFTED BY:               Audra Sullivan and Kasey Buckner

DATE SUBMITTED:         October 19, 2003

APPROVED:                 REVISED 06/08/17                         NOT APPROVED

PURPOSE:                 FWAHU to retain its percent of GRIP contribution and then forward  
TAHU's percent portion.

POLICY:                 GRIP contribution will be processed by the GRIP Chair. FWAHU will forward TAHU's  
portion within thirty days. FWAHU will establish a separate ledger for GRIP contributions  
as to not comingle funds.

PROCEDURES:         TAHU will process contributions and then forward NAHU's portion on to them.

**POLICIES AND PROCEDURES FOR GRIP CONTRIBUTIONS  
INDIVIDUALS AND ASSOCIATIONS**

- I. Payments are not tax deductible.
- II. Make payments payable to FWAHU GRIP Fund.
- III. Forward contributions to TAHU Headquarters.
- IV. Contribution will be deposited into an individual legislative ledger.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



**Credit Card Authorization Form GRIP donation**

GRIP stands for Grass Roots Initiative Project, benefiting legislative efforts in Texas on behalf of the Texas Association of Health Underwriters. Your donation will stay local and will help TAHU stay on the forefront of political change.

We appreciate your donation!

**Circle one:**

MASTERCARD      VISA      AMERICAN EXPRESS      DISCOVER

CARDHOLDER NAME: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_      AMOUNT CHARGED: \_\_\_\_\_

CARD NUMBER: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_

VAL CODE (3-4 DIGIT NUMBER ON THE BACK OF CARD): \_\_\_\_\_

LIST OF CHARGES BY AMOUNT:

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

**PLEASE FILL OUT ALL INFORMATION!!! THANK YOU!!!**

Return this form to:  
Laura Firestone, CPA  
Executive Director  
Fort Worth Association of Health Underwriters  
PO Box 380456  
Duncanville, TX 75138-0456  
972/780-1736  
Laura.Firestone@att.net

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**14. POLICY TITLE:**           **Chapter Communications Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Jenni Fabian

DATE SUBMITTED:         OCTOBER 19, 2003

APPROVED:                 REVISED 06/14/18           NOT APPROVED

PURPOSE:                 To be the source for group wide communications to the association.

POLICY:                  Gather and disseminate appropriate information, news and announcements pertinent to the chapter and distribute electronically via website and email blasts as needed to members as needed.

PROCEDURE:             Coordinate with other chairs as needed for the gathering of information to be sent out to the board and/or membership. E-mail reminders about monthly luncheons, indicating time, location, etc. Keep members informed of all upcoming events, issues, etc. Work with the Media chair as needed to communicate with local media about FWAHU events.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**15. POLICY TITLE: Public Service Chair**

CLASSIFICATION: Board of Directors

DRAFTED BY: Kasey Buckner and Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED REVISED 06/09/16, 06/18/19 NOT APPROVED

PURPOSE: To coordinate the charitable giving efforts of FWAHU and its members.

POLICY: Work closely with established charities to find creative ways that members can donate to or help the charity.

PROCEDURE: Organize up to six charitable events/occasions per year.  
Work with other board members as necessary to increase awareness of upcoming charity events.  
Creatively develop ways in which members can give to charities (not always involving money).  
Keep records of charitable events for purposes of state and national awards criteria.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**16. POLICY TITLE:**           **Facilities Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Kasey Buckner and Audra Sullivan

DATE SUBMITTED:         OCTOBER 19, 2003

APPROVED:                 REVISED 06/08/17                   NOT APPROVED

PURPOSE:                 To arrange for facility use monthly.

POLICY:                 Coordinate with appropriate chairs (communications, treasurer, etc.) for the efficient handling of regular monthly meetings. Communicate with facility regarding logistics of sounds system, lighting, table set up.

PROCEDURE:             Facility arrangements are to be made in 6 months to one-year contracts with appropriate facility. Any contract is to be signed by Facility Chair, Treasurer and President.  
                              Coordinate with the Communications chair, Education Chair and Treasurer for the purposes of headcounts needed for lunches. Ensure proper payment is given to appropriate facility.  
                              Coordinate with treasurer on extra needed monies for tips, etc.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**17. POLICY TITLE:**           **Technology Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Audra Sullivan

DATE SUBMITTED:         October 14, 2003

APPROVED:                 REVISED 06/14/18           NOT APPROVED

PURPOSE:                 To define the duties and responsibilities of the Technology Chair.

POLICY:                 The follow the defined duties and responsibilities of said Chair position per the following procedure:

PROCEDURE:

Chair will keep the FWAHU website updated with keep the current FWAHU Officers and Board of Directors roster up to date, post those hyperlinks necessary to enhance the professional growth of FWAHU members, and post any additional page(s) necessary. All per the direction of the FWAHU Board Members.

Any advertising, contracts, additional software, and any other revenue or costs associated with the website must be approved by the Board.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**18. POLICY TITLE:** **Golf Tournament Chair**

CLASSIFICATION: Board of Directors

DRAFTED BY: Kasey Buckner and Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED: REVISED 06/09/19, 06/18/19 NOT APPROVED

PURPOSE: To provide for the orderly operation of an annual golf tournament benefiting FWAHU and a chosen charity.

POLICY: Establish a committee of volunteers to assist in the organization and implementation of a fund-raising golf tournament.

PROCEDURE: Set a location for an annual tournament at least 3 months prior to event.  
Location can change year to year.  
The golf chair will provide in advance to the event to the treasurer a comprehensive list of sponsors (including their sponsored players). With volunteers, solicit sponsorships to generate funds for the association and its charity.  
Work with appropriate board members for the advertising and publicity of the tournament.  
Arrange for prizes and giveaways to players.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**19. POLICY TITLE: Professional Development Chair**

CLASSIFICATION: Board of Directors

DRAFTED BY: Kasey Buckner and Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED: REVISED 06/08/17 NOT APPROVED

PURPOSE: To provide for the presentations at scheduled meetings and special events.

POLICY: Each month procure a presentation for the education and edification of the members.

PROCEDURE: Presentations can consist of speakers (from a variety of sources), media shorts, special programs, etc.  
Work with appropriate chairs to publicize upcoming programs.  
Always have a backup plan in case....  
Work with Education Chair as needed for arrangements of CE speakers.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**20. POLICY TITLE:**           **FWAHU Associate Member**

CLASSIFICATION:           Membership

DRAFTED BY:               Audra Sullivan

DATE SUBMITTED:           October 19, 2003

APPROVED:                 REVISED 06/14/18           NOT APPROVED

PURPOSE:                 To create an additional classification of membership for support staff of Individual Members and non-industry professionals desiring to be a part of the Fort Worth Association of Health Underwriters.

POLICY:                 FWAHU Associate Membership. FWAHU Associate Memberships shall be available for the support staff of Individual Members as well as non-industry professionals desiring to be part of our Association.

PROCEDURE:             Dues will be the local chapter dues. The FWAHU Associate Member will be considered a member of the local chapter. FWAHU Associate Members will not be members for census or voting purposes, nor will they be eligible to serve on the FWAHU Board of Directors. FWAHU Associate Members shall enjoy all other membership privileges provided the Fort Worth Association of Health Underwriters members including member discounts for continuing education, symposiums and other member offerings. Use of Associate Memberships is at the discretion of the current board year and will be managed by the current year's Treasurer.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**21. POLICY TITLE:           Membership Retention Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Audra Sullivan

DATE SUBMITTED:         June 06, 2005

APPROVED:                 REVISED 06/09/16, 06/18/19           NOT APPROVED

PURPOSE:                 To establish a procedure for the membership retention.

POLICY:                   The retention chair should make every effort to contact any members that are up for renewal. They will also be responsible for follow up with lapsed members.

PROCEDURES:             The retention chair will give all renewing and lapsing member information to the appropriate chairs to distribute to the membership. It is their duty to also keep track of all Associate members and ensure that proper billing and payments are made.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**22. POLICY TITLE: Awards Chair**

CLASSIFICATION: Board of Directors

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 19, 2003

APPROVED: REVISED 06/08/17 NOT APPROVED

**PURPOSE:**

To submit Awards Criteria for all TAHU and NAHU Awards. Gathering of all information should be done during the Chapter year.

**PROCEDURE:**

The Awards Chair will follow awards deadline submission date. Submissions will be forwarded prior to the due date. Chair must ensure that all applications must be POSTMARKED no later than the due date regardless of method of delivery.

Faxed or hand delivered submissions will not be accepted.

The chair must make sure that a copy of the submission form must accompany all submissions with points/narrative written on the submission form. Also, should ensure that the submission form should NOT be changed, retyped or reformatted. If additional space is needed, extra sheets should be attached and numbered to correspond to submission form.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**23. POLICY TITLE:**           **Legislation Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Kasey Buckner

DATE SUBMITTED:           OCTOBER 9, 2003

APPROVED:                 REVISED 06/14/18           NOT APPROVED

PURPOSE:                 To provide an overall legislative emphasis for the chapter.

POLICY:                 Regularly update membership on current legislative issues that might have impact on our industry in one way or another and provide avenues for involvement with said legislation.

PROCEDURE:             Regular legislative updates as necessary are to be distributed to the membership either via mail, e-mail and/or live presentation at regular meetings.

Cooperate and coordinate with TAHU and NAHU Legislative personal concerning state and national lobbying efforts and events. Promote TAHU Day at the Capitol and NAHU Capitol Conference to membership for attendance. Attend any state, regional, or national legislative calls offered by their respective legislative committees.

Coordinate a contact system of key state and federal legislators for the membership.

Know and make known AHU positions on legislative matters.

Provide whatever is necessary to promote, educate and inform members of relevant legislative matters.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**24. POLICY TITLE:** Annual Season Passholder

**CLASSIFICATION:** Finance

**DRAFTED BY:** Kasey Buckner, Gentry Reisinger Pool, Danielle Kunkle, Lorraine Tune, Tiffany Bullock

**DATE SUBMITTED:** August 23, 2010

**APPROVED**                      **REVISED** 06/09/16, 06/18/19                      **NOT APPROVED**

**PURPOSE:** To provide guidelines for the cost and uses of the Annual Season Pass.

**POLICY:** FWAHU members in good standing can pre-purchase lunches/CE by completing a regular payment form and selecting ‘Season Pass’ on the form.

**PROCEDURE:** This option will be available once per year –advertised in the last quarter and members can sign up effective each July.

By a majority vote of Board members, the rate for the Season Pass can change annually. The Season Pass covers July-June of each year. (Note: It has been the chapter’s experience that changing the dates of a season pass away from the NAHU calendar year is inefficient and opens treasurer complications).

Season Passes will provide for regular lunches and any CE at the regular meeting location. Events not included in the Season Pass are: Vendor Days, Golf Tournament, NAHU Certifications and any other special events.

The membership chair will educate new members on this option when they sign up and encourage participation in it for the coming July.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**25. POLICY TITLE:           Duties of Executive Director**

CLASSIFICATION:           Board of Directors

DRAFTED BY:               Kasey Buckner, Gentry Reisinger Pool, Danielle Kunkle, Lorraine Tune, Tiffany Bullock

DATE SUBMITTED:          August 23, 2010

APPROVED:                 REVISED 06/08/17                               NOT APPROVED

PURPOSE:                 To provide guidelines for the duties of the Executive Director.

POLICY:                  This is a paid position on an annual contract. The amount will be included in each annual budget. Changes to the pay can occur upon a majority vote by the board. The Executive Director will be chosen by the board each contract period. Removal of the Director must be done with a majority vote by the board.

PROCEDURE: The items below are constitute the job description for this position.

1. Attend and take minutes at the annual FWAHU Strategic Planning Meeting, the annual FWAHU Leadership Training Meeting, and each of the twelve monthly FWAHU Board Meetings. The board meetings will be scheduled at a time and location convenient for the Executive Director. Following each board meeting, the Executive Director will edit & combine the minutes and board reports and forward them to the President and the Secretary, who will be responsible for distributing them to the board. The Executive Director is not required to attend the monthly Membership Meetings.

Note: It is the Secretary's job to collect board reports from the board members and submit them to the Executive Director to be included in the official minutes. It is also the Secretary's responsibility to review the minutes at the monthly board meetings and provide reports for any board members not in attendance.

2. Work with the Executive Board to create an annual budget to be approved at the first board meeting of the year in July.
3. Perform all financial and bookkeeping functions for the association. These functions include but are not limited to:
  - a. Preparing the monthly financial statements with the assistance of FWAHU's CPA, Laura Firestone.
  - b. Setting up and maintaining a credit-card payment option for FWAHU members.

- c. Processing credit cards and depositing cash and check payments.
- d. Accounts payable, including expense reimbursement requests.
- e. Accounts Receivable, including outstanding payments, declined credit cards, and returned checks.
- f. Maintaining a signature card with the bank and providing checks to the FWAHU Treasurer and President to pay for facility costs and special events.

Note: It is the Treasurer's responsibility to prepare the reservation list for each FWAHU membership meeting and special event, sign in and collect payment from attendees, and provide the payments and sign-in sheets in an organized fashion to the Executive Director. It is also the Treasurer's responsibility to review the monthly financial statements and create a Treasurer's Report to present to the board for approval at each monthly board meeting. The Treasurer will work with board members to make sure they are operating within their approved budget.

- 4. Work with the Executive Board and/or a committee appointed by the President to update all FWAHU's Policies and Procedures. Each of these P&Ps must be voted on by the entire board. The president may elect not to involve the Executive Director on this committee.
- 5. Work with the Executive Board and/or a committee appointed by the President to update FWAHU's by-laws. The updated by-laws must be voted on by the entire board and will be filed by FWAHU's CPA, Laura Firestone. The president may elect not to involve the Executive Director on this committee.
- 6. Maintain and provide appropriate records and documentation to be used in the preparation of the state and national awards submissions.

Note: The Executive Director is not responsible for collecting awards documentation not related to his/her job function or for assembling the awards applications. That will be the role of the awards committee, which will be appointed by the President.

- 7. Maintain a calendar of NAHU reporting requirements and deadlines to share with the President.
- 8. Provide assistance as needed at the request of the President to FWAHU board and committee members.
- 9. The Executive Director will be reimbursed for any reasonable out-of-pocket expenses related to the position. Director will follow same Policy and Procedure as any other board member pertaining to filing for reimbursement.
- 10. The Executive Director is an independent contractor of the Fort Worth Association of Health Underwriters. The position is for a one-year term (July 1<sup>st</sup> – June 30<sup>th</sup>) and will be re-evaluated after 6 months if either the board or director deem necessary and renegotiated each chapter year (can be renewed or termed by a majority vote by the board of directors).
- 11. Pay is negotiable and can be on an hourly or monthly basis.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**26. POLICY TITLE: Guidelines for Honorary Membership**

CLASSIFICATION: Membership

DRAFTED BY: Kasey Buckner, Gentry Reisinger Pool, Danielle Kunkle, Lorraine Tune, Tiffany Bullock

DATE SUBMITTED: August 23, 2010

APPROVED: REVISED 06/14/18 NOT APPROVED

PURPOSE: To provide guidelines as to what constitutes an honorary member. (Non-paying)

POLICY: To honor an individual who is not a member of the association for their outstanding contributions to our chapter for their unique field of endeavor (meaning non-insurance). Usually someone who is not a regular attendee.

PROCEDURES: There is no charge for this associate honorary membership. A FWAHU member can suggest to the board a person who they feel deserves this membership. Honorary membership is awarded based on a majority vote by board. Honorary members are entitled to the privileges our local chapter: i.e. purchase Season Pass, receive newsletter, email blasts, and member rates to events. They are not NAHU/TAHU members.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.



Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**27. POLICY TITLE: Refund Policy for Pre-Paid Reservations**

CLASSIFICATION: Finance

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 9, 2010

APPROVED REVISED 06/09/16, 06/18/19 NOT APPROVED

PURPOSE: To provide guidelines for refunds of canceled reservations.

POLICY:

1. Pre-payment for continuing education courses will guarantee the participant's seat and reservation in the class (es).
2. Participants wishing to attend the CE without reservations and prior payment will be subject to seat availability and possible additional costs associated with facility limitations.
3. Pre-payments may be made via the accepted transaction methods on our website: <http://www.fwahu.org>; via check or credit card to our Post Office Box 380456 or in advance, in person, at prior Association functions.
4. Cancellations within 72-hours of the event are non-refundable without a majority vote and approval by board. Participants canceling before 72-hours of the event must have written confirmation of reservation cancellation for a refund to be processed.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

**28. POLICY TITLE:**           **Social Media Chair**

CLASSIFICATION:           Board of Directors

DRAFTED BY:                Krista Palmer

DATE SUBMITTED:          June 9, 2016

APPROVED                    REVISED 06/08/17                   NOT APPROVED

PURPOSE:                    To define the duties and responsibilities of the Social Media Chair.

POLICY:                     The follow the defined duties and responsibilities of said Chair position per the following procedure:

PROCEDURE:

Chair will keep the FWAHU social media outlets updated with information regarding upcoming events, post hyperlinks, articles necessary to enhance the professional growth of FWAHU members and post any additional information necessary to inform members of FWAHU/TAHU/NAHU events, operation shouts, or news; as well as, monitor social media sites for inappropriate advertising and postings. Chair will maintain all login information and passwords and pass along all login information to the incoming President and Social Media Chair at the close of their service year(s). Social Media Chair may be appointed as a Communication Committee Member and serve as a non-voting position at the discretion of the current year president. All per the direction of the FWAHU Board of Directors.

This policy shall be reviewed for language and application on a triennial basis following its last revision and shall be reviewed every three years thereafter.